



## Job Description

<b>Service :</b>	Ancillary Program		
<b>Supervisor :</b>	Supervisor, Supportive Housing Program		
<b>Original Date:</b>	July 2008		
<b>Revised Date:</b>	May 2011		
<b>Union :</b>	MGEU	<b>Group :</b>	41

## Supportive Housing Companion

### Job Summary

The Supportive Housing (SH) Companion is a multi functional worker who provides support and supervision to individuals in Supportive Housing, promoting independence, dignity and self esteem within a safe and secure environment. The SH Companion supports residents through cueing, reminders and assistance with a variety of everyday tasks. The SH Companion encourages and supports social and leisure activities helping to keep tenants active, happy and engaged.

Performs all duties in accordance with established health and safety regulations/guidelines, policies and procedures (i.e. utilizing personal, protective equipment as per safe work procedures). Notifies management or supervisor of all occurrences, injuries, illnesses or safety and health concerns which are likely to harm themselves, their co-workers, or any others who enter the premises.

### Qualifications

#### Education

- High school diploma or equivalent preferred;
- Food Handling Certificate is required; and
- WHIMIS Training an asset.

#### Experience

- Life and work experience in working with older adults preferred.

#### Abilities and Skills

- Ability to communicate in both official languages (French and English) is required;
- Ability to work independently and safely with minimal supervision;
- Must be flexible and able to adapt to change on a day to day basis; and
- Criminal Record check required (including Vulnerable Persons / Abuse registry check).

#### Knowledge

Demonstrates knowledge and support of:

- Taché Centre's Vision, Mission and Values, Resident Bill of Rights and Code of conduct;
- Taché Centre's policies and procedures;
- Workplace Health and Safety and safe work practices; and
- W.H.M.I.S. program.

## Functions and Responsibilities

**Functions and responsibilities include but are not limited to the following:**

### **Quality Resident Service**

- Provides cueing, direction and assistance as needed with personal supports, hygiene and safe ambulation.
- Provides cueing and reminders to assist residents in toileting.
- Provides cueing and direction for self-management of incontinence.
- Provides medication reminders from pre-measured, pre-packaged medication and assist with non-prescription medications as needed.

### **Environmental Services**

- Ensures resident's suite and common area(s) are maintained in a safe, clean and comfortable condition, encouraging resident participation as appropriate.
- Participates in the delivery and service of meals and snacks to residents within a relaxed and pleasurable dining environment.
- Encourages residents to participate in set up, delivery and clean up where appropriate.
- Ensures safe food handling practices as per policy.
- Performs laundry duties as assigned and assists residents with personal laundry as needed.

### **Social Environment**

- Conducts and encourages meaningful social and recreational activities, respecting individual choice.
- Encourages participation, respecting individual choice.

### **Health and Safety**

- Provides a safe environment for the residents by ensuring adherence to workplace safety and health regulations as well as site policies and guidelines.

### **Administrative**

- Adheres to provincial and federal regulations, as well as site policies and guidelines, regarding confidential and personal information.
- Communicates (both verbally and written) to the appropriate staff member/supervisor all relevant information regarding the resident and/or family as well as environmental concerns.
- All staff are responsible for ensuring the safe, economical and efficient use and maintenance of resources, equipment and supplies.
- All staff must adhere to site policies and procedures.

### **Interpersonal Skills**

- Uses a respectful, courteous, caring, understanding and empathetic approach to guide their words, actions and attitude.
- Promotes the site in a positive manner demonstrating a commitment to its service

excellence.

- Builds and maintains friendly, reciprocal and warm relationships with individuals and groups.
- Assists residents in a manner that preserves dignity and promotes independence.
- Listens, understands and responds appropriately when interacting with the resident, resident's family and visitors.
- Works effectively within a team environment.
- Works collaboratively with supervisory/management staff.

**Continuing Education**

- Assumes personal responsibility for maintaining and enhancing current skills.
- Shares learned knowledge and skills with peers.

**Others related responsibilities**

- Follows standards outlined in Infection Control Manual, Fire and Safety Manual, and WHMIS program.
- Adheres to WPSH policies and procedures; keeping current with practices; working in a prudent and safe manner and informing other employees if they are using unsafe work practices or equipment; identifying and reporting any real or potential safety hazards; wearing all safety equipment related to your position as well as participating in all safety-training offered through the facility.
- Performs other duties as assigned.

**Organizational Relationships**

Reports and is responsible to the Supervisor, Supportive Housing. In his/her absence reports directly to the Manager, Ancillary Programs and Services.

**Hours of Work**

Hours of work may vary as per operational requirements.

PREPARED BY:   
MANAGER, ANCILLARY PROGRAMS AND SERVICES

APPROVED BY:   
DIRECTOR, FINANCE AND HUMAN RESOURCES

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I, \_\_\_\_\_, have read the job description, understand and accept all of the responsibilities and functions relating to this position.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_